DEPARTMENT OF HEALTH SERVICES
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March 5, 2002

PPL NO. 02-001

TO: Local Governmental Agencies (LGAs)
         Targeted Case Management (TCM) Coordinators

SUBJECT: **Release 2 of the TCM System**

The Department of Health Services (DHS), in collaboration with the LGAs, automated the TCM System to enter encounter information and create invoices for the TCM Program.

DHS and the LGAs identified a list of enhancements that are programmed into Release 2 of the TCM System. An Enhancement Workgroup (Workgroup), with representatives from DHS and the LGAs, refined and tested the enhancements.

Release 2 will be available March 8, 2002. The following are the new features for LGAs:

1. The TCM System will recheck Medi-Cal Eligibility Data System (MEDS) for eligibility;
    Encounters with a status "Not Eligible" will be rechecked against MEDS daily to reflect any changes in eligibility that have occurred.

2. The LGA can "Cancel" an invoice before it is submitted;
    The LGA Administrator can "Cancel" an invoice after it has been created but before it has been electronically submitted. This resets the status of all encounters associated with that invoice to "Claimable."

3. DHS can "Void" an invoice after it is submitted but before it is approved;
    DHS can "Void" an invoice that has been electronically submitted but before it has been approved for payment. This resets the status of all encounters associated with that invoice to "Claimable."

4. The LGA Administrator can limit an LGA logon by Program and Sub-program Type(s);
    The LGA Administrator can set up LGA accounts that limit entering, modifying, and viewing encounters by program and subprogram.

5. The TCM System returns the original encounter for a potential duplicate encounter;
    When a potential duplicate encounter is entered, the TCM system will return all encounters that match on LGA, MEDS ID, Date of Service, and Program Type.

6. The TCM System has a drop-down menu providing the reason a potential duplicate encounter is valid;
    When a potential duplicate encounter is entered into the TCM System, the System will return a message of "DUPE." The LGA must choose a valid reason code to allow the encounter to be invoiced. The Workgroup identified three reasons why a potential duplicate encounter could be valid:

- Significant Additional Visit – encounters that do not duplicate other encounters provided to the same beneficiary on the same day for the same purpose
- Multiple Births
- Other - Requires completion of the "Valid Reason Other" text box

Encounters with a duplicate override of "Y" for which no invoice has been created prior to Release 2 will display "CV" (conversion) in the "Valid Reason." LGAs must research these encounters and indicate one of the preceding valid reasons to allow the encounter to be invoiced.

7. The LGA may use default values when adding encounters;

The user can use default values when adding an encounter to the screen. Default values are Case Manager ID, Program Type, Sub Program Type, and Location.

This option can be turned on or off.

8. The TCM System will automatically reduce reimbursements for encounters invoiced after six months from the end of the month of service;

Welfare and Institutions Code, Section 14115 mandates that the rate of reimbursement be calculated by the age of the encounter as follows;

- 100% reimbursement: 0–6 months
- 75% reimbursement: 7–9 months
- 50% reimbursement: 10–12 months
- 0% reimbursement: Greater than 12 months

Invoices are created according to reimbursement rate and program type, and reflect the adjusted rate of reimbursement.

9. The TCM System will create invoices by specific month and date range within a given fiscal year;

10. The LGA Administrator can view his/her LGA Profile;

11. The LGAs can change their password;

12. The LGA can search encounters by case manager;

An "*" may be used as a wildcard when searching encounters.

13. The LGA can print encounters associated with an invoice, in increments of 200.

14. The TCM System has additional information in the LGA Summary View;

- Commas and dollar signs
- Sub-program views
- Separate lines for each reimbursement rate
- Remaining cap balance per program

15. The TCM System places the cursor on each screen at the first field in which data; may be entered;

16. The TCM System has a Frequently Asked Questions (FAQ) page link added to each screen;

> A link has been added on the left side of the page. When the link is accessed, a separate page opens, and the user can browse through questions and answers.

> DHS will periodically add frequently asked questions and answers to this page.

17. The TCM System has an additional option for downloading data;

> A new option allows the user to download only the data that has been added to the TCM System since the last download.

18. The TCM System returns a message to indicate a download is complete.

With the implementation of Release 2, the TCM System automatically calculates invoices reduced due to late submission. Therefore, effective March 30, 2002, DHS will no longer accept encounters on disk.

The file format for uploading encounters has remained the same. The file format for downloading encounters has changed slightly. (The new download record format is attached.) The new format will be available online at the TCM website after March 8, 2002. The revised TCM brochure is also attached. Revised online training will be available at the TCM website when it is completed.

If you have any questions, please call Elizabeth Touhey at (916) 657-0716 or by e-mail at etouhey@dhs.ca.gov. If you need technical assistance, please call Carlene Hess at (916) 657-0711 or by email at chess@dhs.ca.gov.

Sincerely,

Patricia L. Morrison, Chief
Administrative Claiming and
  Support Section

Attachments

cc: Ms. Linda Minamoto
        Associate Regional Administrator
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					File Format for Downloaded Encounter Record-Release 2

Field Name	Start Position	End Position	Length	Type	Format	Notes
Encounter ID	001	007	07	AN		
LGA Code	008	009	02	AN		
Invoice Number	010	020	10	AN		Position 1 – 2: LGA Code Position 3 – 4: Begin SFY Position 5: / Position 6 – 7: End SFY Position 8: – Position 9: Quarter of SFY Position 10: Alpha character Position 11: Alpha character
Case Manager ID	021	029	09	AN		
Client ID	030	038	09	AN		Client Identification Number BIC Number Social Security Number MEDS ID
Filler	039	047	09	AN		Reserved for future use.
Date of Service	048	057	10	AN	MM/DD/CCYY	
Date of Birth	058	067	10	AN	MM/DD/CCYY	
Last Name	068	087	20	AN		
First Name	088	102	15	AN		
Middle Initial	103	103	01	AN		
Program Type Code	104	105	02	AN		06 = Public Health 07 = Outpatient Clinics 09 = Public Guardian 10 = Linkages 11 = Probation 13 = Community
Location	106	111	06	AN		
Newborn Date of Birth	112	121	10	AN	MM/DD/CCYY	
Optional Field 1	122	131	10	AN		
Optional Field 2	132	141	10	AN		
Optional Field 3	142	151	10	AN		
Sub Program	152	155	04	AN		
Encounter Status	156	159	04	AN		CLAM = Claimable CNCL = Canceled DENY = Denied DUPE = Duplicate EXCD = Exceeded EXPD = Expired HOLD = Hold INAC = Inactive INVC = Invoiced NELG = Not Eligible PAID = Paid PEND = Pending
Filler	160	160	01	AN		Previously Duplicate Override Flag
Duplicate Indicator	161	161	01	AN		
MEDS Eligibility Indicator	162	162	01	AN		
MEDS Failure Reason	163	242	80	AN		
Encounter Rate	243	252	10	N	+999999.99	
Invoice Deny Reason	253	256	04	AN		0001 = Invoice not on LGA letterhead 0002 = Signature requirements not met 0003 = All encounters are questionable 0004 = All encounters exceed the remaining cap 0005 = LGA request

File Format for Downloaded Encounter Record-Release 2					
Field Name	**Start Position**	**End Position**	**Length**	**Type**	**Format**	**Notes**
Entry Date-Time Stamp	257	282	26	AN		
Entry User ID	283	290	08	AN		
Last Update Date-Time Stamp	291	316	26	AN		
Last Update User ID	317	324	08	AN		
Invoice Status	325	328	04	AN		CNCL = Cancel CREA = Created SUBM = Submitted APPR = Approved ADJU = Adjusted DENY = Denied PAID = Paid OFFS = Offset VOID = Void
Invoice FMAP	329	338	10	N	+999999.99	
Reimbursement Rate	339	344	06	N	999.99	
Valid Encounter Reason Code	345	346	2	AN		01 = Same Day Service 02 = Multiple Births 00 = Other CV = Converted
Valid Encounter Reason	347	376	30	AN		

Targeted Case Management (TCM) System

Web page address

TCM System, Training and

Program Information:

https://tcm.dhs.ca.gov

System Requirements

Minimum Internet Browser requirements:
- Explorer 4.x or Netscape 4.x
- 128-bit encryption

Recommended Browser requirements:
- Explorer 5.5 SP2 or higher, or
- Netscape 4.77or higher

Users of the System

01 – DHS Accounting User ID
- Enter information when invoice is sent to State Controller for payment
- Change Password

02 – LGA User
- Enter/modify/view encounters
- Upload encounter information
- Change Password

03 – LGA Administrator
- Enter/upload/modify encounters
- Create/submit/cancel invoices
- View LGA Profile
- View summary data
- Download LGA encounter data
- Enter receipt of payment
- Assign LGA User access
- Change Password

04 – DHS User
- Create/edit LGA Profiles
- Review/approve/adjust/offset invoices
- Change Password

05 – DHS Administrator
- Assign LGA Admin access
- Download statewide/LGA data
- VOID Invoices
- LGA Profile
- Review/Approve/adjust/offset invoices
- Change Password

Program Types (Required)

06 Public Health
07 Outpatient
09 Public Guardian
10 Linkages
11 Adult Probation
13 Community

Location (Required)

Office
Home
Other

Encounter Status Reasons

Claimable (CLAM) – MEDS eligibility verified, time limits met, not a duplicate. Reimbursement can be claimed**.**

Denied (DENY) – Reimbursement for an encounter has been denied by DHS during the invoice review process.

Duplicate (DUPE) – Encounter is the same as another encounter based on: LGA Code, Program Type Client ID, Date of Service, and Newborn Date of Birth.

Exceeded (EXCD) – Reimbursement cannot be claimed because approved "cap amount" has been exceeded.

Expired (EXPD) – Date of service is greater than 12 months after the month of service, the newborn date of birth is after the month following the month of service for claiming on the mother's Medi-Cal or the time limit for verifying Medi-Cal eligibility is past.

Hold (HOLD)– Encounter is being held by the LGA for further research before invoicing.

Inactive (INAC) – Encounter has been saved as inactive by LGA.

Invoiced (INVC) – Reimbursement has been claimed for this encounter. This does not mean that the invoice has been submitted, approved or paid.

Not Eligible (NELG) – Unable to verify Medi-Cal eligibility.

PAID (PAID) – Reimbursement for the encounter has been received.

Pending (PEND) – Necessary information to claim reimbursement is missing (e.g, Client ID, location)

MEDS Match Codes

00 Eligible
11 Date of Birth does not match MEDS
33 Client ED Number not found
44 No record found on MEDS
55 Client not eligible on MEDS for Date of Service
66 Client has unmet Share of Cost
67 Non-federal Aid code
77 Client in Long Term Care status
90 System error
91 System error
92 System error

Invoice Status Reasons

Created (CREA) – Invoice has been created for LGA review

Submitted (SUBM) – Invoice has been printed on LGA letterhead, signed and submitted to DHS.

Approved (APPR) – Invoice has been approved by DHS for reimbursement.

Adjusted (ADJU) – DHS has denied some encounters and approved others attached to submitted invoice.

Denied (DENY) – Invoice has been denied by DHS.

Paid (PAID) – LGA has received payment and recorded payment on the system.

Offset (OFFS) – DHS has offset the amount of the invoice for a previous overpayment that occurred in the same fiscal year and for the same program type.

Cancel (CNCL) – Invoice was created. LGA reset all encounters attached to invoice to claimable.

Void (VOID) – Invoice was submitted. DHS reset all encounters attached to invoice to claimable.

Invoice Denial Reasons

0001 – Invoice not on LGA letterhead
0002 – Signature requirements not met
0003 – All encounters are questionable.
0004 – All encounters exceed the remaining cap.
0005 – LGA request

Potential Duplicate Encounter Reasons

00 – Other
01 – Significant Additional Visit
02 – Multiple Births
CV – Conversion

Encounter Denial Reasons

0001 – Questionable duplicate exists
0002 – Questionable number of encounters by Case Manager ID
0003 – Lack of documentation
0004 – Inappropriate encounter
0005 – LGA request

Offset/Supplement Reasons

0001 – Supplement due to increased encounter rate (amended cost report)
0002 – Supplement due to correction of administrative error
0003 – Offset due to lack of documentation found during site visit
0004 – Offset due to LGA request
0005 – Offset due to other previous invalid payment

Questions:

Call your LGA Administrator
Call DHS Tech. Assistance (916) 657-0711
Prepared by the CA Dept. of Health Services
(Rev. 03/02)

Targeted Case Management (TCM) System–Release 2

The Targeted Case Management (TCM) System is a web-based application that participating Local Governmental Agencies (LGAs) may access via the Internet. The TCM System is used to:

- verify Medi-Cal eligibility for individuals to whom TCM Services have been provided
- prevent submission of duplicate claims
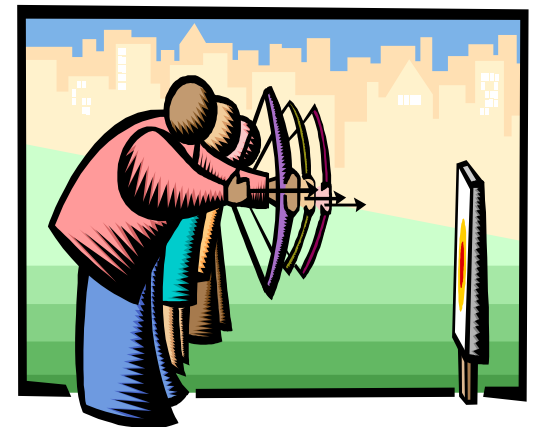
- create invoices for claiming federal reimbursement
- monitor performance
- approve payments and
- record receipt of payments by the LGA.